

My PARADIES

TRAVEL PRECAUTION PARADIES SURE

You can add our travel precaution "Paradies Sure" for **€5 per person per night**. This travel precaution is listed separately in your offer email and is included automatically in every offer. If you wish to opt out, please notify us in writing by email. The corresponding amount will then be removed, and your reservation will be confirmed without our "Paradies Sure" travel precaution. Please note: In this case, you as the guest are fully liable for any cancellation and the resulting cancellation fees, which must be paid immediately. You will receive a separate invoice for these fees, which you can submit to your private travel insurance provider for reimbursement.

Once a reservation is confirmed (with a deposit), the Paradies Sure can no longer be removed or activated. With a booking that includes Paradies Sure, uncomplicated cancellation is possible; however, the precaution does **not cover additional costs** (e.g., travel, tickets).

The Paradies Sure applies only in the following events:

- The inability to travel due to a life-threatening affliction is confirmed by a doctor's statement; an accident occurs while the guest is en route to the hotel; the guest is hospitalized at short notice (up to 10 days before their arrival date); in the event of an assault; in the event of vaccination intolerance; if an implant becomes loose; if complications occur before the 35th week of pregnancy; in the event of death
- Illness breaking out or an accident occurring at the holiday destination, provided there is a doctor's statement requiring the guest's transfer to a hospital in their home country
- Unexpected events involving family members*: a serious illness, an accident, a short-notice hospitalisation, an assault, a case of vaccination intolerance, loosening of implants, and death, resulting in the urgent presence of the guest
- Unexpected damage to property: fire, flood, storm, natural disasters, burglary, theft, vandalism
- Loss of employment, conscription to military or community service, short-notice court or governmental summons
- Confirmation of a currently infectious disease

Cancellations up to 5 days before arrival are subject to the following conditions:

- Upon presentation of a written certificate, 30% of the booked stay value will be charged, as well as the full cost of the Travel precaution Paradies Sure.
- Exceptions with written confirmation:
 - Accident during the journey (police report), breakdown of the private vehicle, or delayed arrival due to roadside assistance
 - Unforeseeable death of a family member* of the booked persons (please indicate the name)
 - Extraordinary natural events that make safe arrival impossible (with appropriate official confirmation)

There is no right to cancellation or premature termination of the trip in the case of:

- Foreseeability that a pre-existing condition (of any kind) may be treated or if the guest is knowingly part of an at-risk group
- Previously known impairment of a family member*
- Previously cancelled travel arrangements (the amount due for the travel precaution policy has been removed from the offer as requested by the guest)
- Poor meteorological forecasts
- Various events that affect travelling
- Failures in travel preparation, such as missing winter tires or an unmaintained vehicle
- Disruptions or failures during arrival or departure by plane, train, taxi, or other transport services
- Incorrect or inaccurate navigation

When does the Paradies Sure travel precaution become valid and who is covered by it?

- In accordance with the guidelines, you, as a hotel guest, are covered from the moment you receive written confirmation of your reservation from the hotel MyPARADIES.
- According to our offer/reservation, all specified persons (including children) taking part in the holiday are covered by the travel precaution

We would like to point out to all guests that cancellation of booked trips or reservations must always be submitted in **written form**. A **medical certificate** or, if necessary, an **officially notarised document** must also be enclosed. Otherwise your cancellation will not be valid.

*Family members: relatives up to the 2nd degree, registered partners as well as their children or foster children, parents-in-law and stepparents of the booked persons. In the case of reservations without a registered partner, the name of the accompanying person must be provided at the time of booking.